

How to use the website or ClubSpark Booker to book a court

#### WEBSITE

Head to <https://clubspark.lta.org.uk/KnutsfordTennisClub/Booking>

Sign in using your ClubSpark credentials (that you set when you joined the club)

To book a court, click on your desired booking slot on the booking sheet. A box pops up with the court and start time you have chosen; use the drop down box to select the required end time and hit Continue Booking, then Confirm. You can then choose to 'Book Another Court' or 'View My Bookings'. The system sends a confirmation email to you with the details of your booking.

To cancel a booking, on the website click on the 'My bookings' tab on the booking sheet, top right. Click the 'Cancel' tab adjacent to the booking you would like to cancel.

Another way is via the booking confirmation email. Within the email, there will be a link, 'click here to manage your bookings', as shown in the image below. If you click this link, a new page will open up on 'Your bookings' page where you can cancel as above.

This info is available online with screenshots at <https://sportlabs.zendesk.com/hc/en-us/articles/202250669-Booking-A-Court>

#### CLUBSPARK BOOKER APP

The ClubSpark Booker App is available for free download on iOS and Android.

It is designed for members/players to be able to make court bookings. Those who are parent/guardians will not be able to make [court bookings on behalf of a junior](#) on the app, this will need to be done online via the booking website. Likewise it will not recognise Coach booking privileges, again use the website instead.

To use the Booker app, you will first need to log in; please ensure that you are using the same details as on a desktop to access ClubSpark when making a court booking. Once you are signed in, you will be able to view your upcoming bookings, previous bookings, and make a new court booking. first need to click on the blue 'Book A Court' button at the bottom of the screen. The app will first take you to 'My Clubs' which will include venues that you are a member at or have previously made a court booking.

Once you have selected the venue you will be taken to the next screen where you will be able to select which court, time, date and duration. Look for + and – signs to change the duration of the booking. When you're happy, hit Confirm.

You can view available courts as a table, as on the website, or as a scroll for available times and courts. The icon to switch between views is in the top right corner of the screen.

Once the booking is confirmed it will now appear under your 'Upcoming' bookings. As the app is linked with the club, it will also appear on the club's booking sheet online.

If you want to cancel your court booking via the app, you will first need to log in to the app and head to the 'Upcoming' tab. Here you will be able to select the booking you wish to cancel.

You will then be able to see a red 'Cancel' button at the bottom of the screen. You will need to click on this, where you will be prompted to confirm that you wish to proceed with the cancellation.

You can only cancel bookings BEFORE they have started!

This info is available online at <https://sportlabs.zendesk.com/hc/en-us/articles/206275005-ClubSpark-Booker-App> and includes screenshots as well.